

June 20, 2011

**IMPORTANT NOTICE REGARDING COMPLIANCE & REPORTING**

Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210

**Re:   *inContact, Inc., d/b/a UCN, Inc.*  
          *South Carolina Public Service Commission*  
          *CLEC Quarterly Service Quality Report*  
          *For the Quarter Ended June 30, 2011***

To Whom It May Concern:

Enclosed please find the South Carolina Public Service Commission CLEC Quarterly Service Quality Report for the Quarter ended June 30, 2011, filed on behalf of inContact, Inc., d/b/a UCN, Inc. inContact does not currently provide any local service and therefore has no troubles or outages to report.

Please contact Meghan Ruwet at (303) 663-0102 or [mtr@compliancegroup.com](mailto:mtr@compliancegroup.com) with any questions concerning this filing. Thank you for your assistance in this matter.

Sincerely,

Meghan Ruwet  
The *Compliance* Group  
Consultant  
Telephone: (303) 663-0102  
Email: [mtr@compliancegroup.com](mailto:mtr@compliancegroup.com)

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FBI - COLUMBIA

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME inContact, Inc., d/b/a UCN, Inc.  
QUARTER / YEAR Second Quarter / 2011

Month:	<u>April</u>	<u>May</u>	<u>June</u>
Number of Customer Access Lines	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>0</u>	<u>0</u>	<u>0</u>
Customer Out of Service Clearing Times (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
New Installs Completed w/in 5 Days (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
Commitments Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations: inContact currently has no trouble reports.

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Person Making Report / Contact Information: Meghan Ruwet, Telephone (303) 663-0102,  
mtr@compliancegroup.com

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